

Columbus Day Holiday

September 25, 2023

Reference Number: NFC-1695239248

Dear Customer,

In observance of the Columbus Day Federal holiday, our offices will be closed on Monday, October 9, 2023, including the National Finance Center (NFC) Contact Center. All NFC applications will remain available during the holiday and payroll/personnel processing will continue as normally scheduled.

The NFC Operations and Security Center (OSC) will be available 24 hours per day, 7 days per week at 1-800-767-9641, or via email to osc.etix@usda.gov.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized Agency representatives with questions concerning this notification should contact the NFC Contact Center at 1-855-632-4468, or the ServiceNow Customer Service Portal at:

- Federated ServiceNow users: <https://nfcerp.servicenowservices.com/>
- Non-Federated ServiceNow users: https://nfcerp.servicenowservices.com/sp_ess/